



# ***JOB OPPORTUNITY***

**CALIFORNIA STATE DEPARTMENT OF INSURANCE**

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## **OFFICE TECHNICIAN (TYPING)**

**\$2,686 - \$3,362**

### **CONSUMER SERVICES & MARKET CONDUCT BRANCH LOS ANGELES**

#### **RESPONSIBILITIES:**

Under the supervision of a Supervising Insurance Compliance Officer, the Office Technician will provide a variety of support/tasks for staff of the Claims Services Bureau to include, but not limited to, assisting Bureau Chief and supervisors with the planning, organization, and scheduling of meetings (intra-department and with insurance companies), trend reports; accurately inputting and updating Oracle online complaint database system to include adding, deleting, revising of various coding systems; independently composing, typing, and editing various letters, reports and other documents; developing, maintaining, and monitoring expenditure control system for Bureau's budget using Excel spreadsheets; answering/screening Bureau Chief's telephone calls and handling, referring as appropriate; training and leading lower level support staff; processing and reviewing incoming mail, distributing to appropriate staff; maintaining schedule and coordinating the appointments/activities and calendar of the Bureau Chief; coordinating travel and facilities logistics; delivering and retrieving files to/from staff members; properly filing cases in the file room and keeping the file rooms organized; utilize off-site vendors for file destruction, fully prepare files to be stored or shipped off-site; assisting Bureau staff with travel arrangements as needed; and other related duties as assigned.

#### **DESIRABLE QUALIFICATIONS:**

- Good typing skills
- Demonstrated skill in various computer applications, including Microsoft Word, Excel and Outlook
- Excellent communication skills
- Ability to handle multiple projects/assignments in an efficient and timely fashion
- Ability to use sound judgment and willingness to exercise a high degree of initiative, independence and originality in performing assigned tasks
- Ability to maintain a courteous and professional demeanor at all times with staff and the public

#### **WHO MAY APPLY:**

Applications will be accepted from current State employees at the Office Technician level, those within transfer range, or individuals who have list eligibility. Training and Development Assignments may be considered. All applications will be reviewed; however, only the most qualified candidates will be interviewed. Applicants currently on SROA lists or employed by a surplus department are encouraged to apply. ***All applicants must clearly indicate the basis of their eligibility (i.e. SROA, surplus, reemployment, reinstatement, transfer, or list eligibility) on the state application.***

11/14/13 MR

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#### **DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD**

AN EMPLOYER OFFERING EQUAL EMPLOYMENT OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

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**APPLICATION PROCEDURE:**

Please mail a completed standard [State Application STD 678](#) to Malinda Randolph, Department of Insurance, Human Resources Management Division, 300 Capitol Mall, Suite 1300, Sacramento, CA 95814. **PLEASE INDICATE "Office Technician (Typing), PSN # 413-372-1139-003" ON THE STATE APPLICATION.** APPLICATIONS RECEIVED WITHOUT THE ABOVE INFORMATION MAY NOT BE CONSIDERED FOR REVIEW. **DO NOT EMAIL APPLICATION. Applications must be postmarked by the final filing date to be considered.** For additional information, please call (916) 492-3308 or email – [Malinda.Randolph@insurance.ca.gov](mailto:Malinda.Randolph@insurance.ca.gov).

**FINAL FILE DATE:** November 22, 2013

**NOTE:** Interested Individuals, including list eligibles, must submit applications in order to be considered for this position. If you are applying for more than one recruitment, a separate State Application (STD 678) is required for each recruitment for which you would like to be considered.

11/14/13 MR

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